

July 7, 2016

The Honorable Jeffrey Prang
Assessor
500 West Temple Street, Room 320
Los Angeles, California 90012

Dear Assessor Prang:

Members of the Quality and Productivity Commission thank you for an engaging conversation on the vast and varied landscape of property assessment during the Department Visit on July 6. There have been substantial operational improvements since the Commission's last visit in 2011, including strengthening internal review of value assessment decisions.

We commend you for establishing a quality assurance division and implementing additional internal controls to ensure the integrity of the property assessment process. Public confidence in the Assessor's Office has been restored. The estimated five percent growth in the assessment roll this year will help the County to fund additional human service programs.

Across the County, conversion of legacy systems to new technology is an ongoing challenge. The Commissioners were pleased to learn that the Department has launched an Assessor Modernization Project (AMP). The pilot phase of the AMP includes the user-friendly Assessor Portal with key features such as the automatic pop-up of public service information. Overall, AMP's transformative technology may eventually set the standard for local property assessment.

The Commission was pleased with your quality and productivity improvements in the following areas:

- Improving taxpayer access to property information, supporting the open data initiative and promoting community partnerships
- Transitioning to the new VOIP telephone system, which interfaces with property information databases, improving customer service
- Maintaining an aggressive schedule to digitize more than one million documents by the end of the summer

We support plain language

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Quality and Productivity
Commission**

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effective and caring service"***

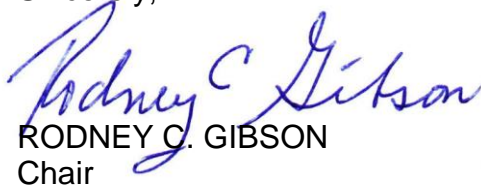
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The Commission looks forward to working with you on:

- Identifying funding to 1) Improve wireless technology in the Assessment Appeals Boardrooms (AAB); 2) Purchase mobile devices that will allow appraisers to upload information while in the field; and 3) Finance a “call-in” system for appellants to confirm or cancel a hearing appearance, which allows the Department to allocate its resources more efficiently
- Studying the feasibility of instituting a “Remote Appraiser Appearance” program for AAB hearings
- Seeking support from the Productivity Investment Fund for operational improvements, including adapting the employee training program to the needs and unique expectations of the millennial generation

Thank you for an informative meeting. We look forward to working with you and your Productivity Managers Steven Hernandez, Eva Mora and Judy Chao. Please contact Victoria Pipkin-Lane, Executive Director, at (213) 974-1361 for additional information.

Sincerely,



RODNEY C. GIBSON
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